

**NOTICE OF PUBLIC MEETING**  
Pursuant to Iowa Code §21.4  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**IOWACCESS ADVISORY COUNCIL**  
Wednesday, September 10, 2008, 1:00 PM – 4:30 PM  
Hoover Building, A Level, Conference Room 5

1. Introductions, Approve Minutes, Iowa School Alerts Award  
*Richard Neri, Chair*
  2. Iowa Interactive Refresher and Project Update  
*Tracy Smith, Iowa Interactive*
  3. IOWAccess Projects and Projections Spreadsheets/Monthly Report and Change Request  
Advice  
*Malcolm Huston, IOWAccess Manager*
  4. CREW – Funding Request Clarification  
*Malcolm Huston, IOWAccess Manager*
  5. DNR TIP Reporting System - Request for Execution Funding **\$117,000**  
*Darrell Fremont, DAS-ITE*
  6. DNR Training – Change Request Funding **\$170,000**  
*Darrell Fremont, DAS-ITE*
  7. IGOV OpenUp.Iowa – Request for Execution Funding **\$167,000**  
*Bo Berntsen, Office of the Governor*
  8. CSAC Web Portal – Request for Planning Funding **\$148,000**  
*Julie Leeper, College Student Aid Commission*
  9. ITE Project Updates  
*Mark Uhrin, DAS-ITE*
  10. Wrap Up And Adjourn  
*Richard Neri, Chair*
-

**IOWAccess Advisory Council  
Meeting Minutes of July 9, 2008, 10:00 AM  
Grimes Building, 2<sup>nd</sup> Floor, State Board Room**

**Draft**

- Present: Richard Neri, Barbara Corson, Kathleen Richardson, Beth Baldwin, Terrence Neuzil, Terri Selberg, Dawn Ainger, Dan McGinn, Glen Dickinson
- Absent: Tom Gronstal, Sheila Castaneda, Lawrence Lentz, Ron Wieck, Jeff Danielson, Vicki Lensing, Carmine Boal
- Guests: John Gillispie, Diane Van Zante, Malcolm Huston, Mark Uhrin, Tracy Smith, Robin Harlow, Sharon Tattman, Rick Hindman

Council Chair, Dick Neri, opened the meeting at 10:03 a.m. and noted that a quorum of members was present.

1. Introductions – Dick Neri, Chair.

All council members and guests introduced themselves. The Council received correspondence from Andrew Smith, tendering his resignation due to a move to Washington, D.C.

Correspondence was also received from Mollie Anderson, Director of the Department of Administrative Services, asking the Council to revisit its funding recommendations from the May meeting. The Council is advisory in nature, with ultimate approval residing with Director Anderson. Her letter expressed concern about a disproportionate distribution of funds and suggested that the Council consider a more quantitative method for rating projects. The Department of Natural Resources (DNR) has received a significant amount of IOWAccess funds. Mollie's intent is to address the inequity. Rick Hindman, DNR CIO, commented that DNR has typically invested a great amount of time and resources to the IOWAccess funding process; as well, it appears that no other agency has gone without funding because DNR projects were funded. The funding situation has changed recently. Prior to this, it was rare to have a project rejected; now the Council must decide which projects move forward and which do not. Mollie believes part of the consideration should be which agencies have received funding and which haven't. That is not the sole consideration, but should be taken into account. DNR is currently in stage three of the project that is before the Council. Is it appropriate to change course in mid stream? At the May meeting, there was some question whether the Council denied the BLIC project in favor of the DNR project; Council members disagreed with that conclusion and stated that it was incorrect. The Council's charter is to get information to the citizens of the State. Some agencies are more prone to that mission than others.

2. Discussion of Quantitative Scoring Mechanism – Dick Neri, Chair turned the meeting over to Malcolm Huston, IOWAccess Manager, who facilitated the discussion.

The purpose of this morning's meeting is to develop a more systematic approach. One idea is to use existing return on investment (ROI) criteria as a foundation. Until now, there has been no criterion at the concept paper (first) stage with which to assign a ranking. There is already an ROI component built into the second and third stages (just recently approved), but it really hasn't been used. One frame of reference for the individual steps might be:

Step 1: Is it a good project? What's the benefit to the citizens?

Step 2: Now that we've decided it's a good project, how much do we want to spend?

Step 3: Do we still want to continue?

#### Other Ideas:

- Consideration should be given to what other sources the sponsor has pursued.
- Develop a priority board just to get in the door. It gives sponsors an idea where their concept is weak, so they can rework it.
- Utilize the concept of matching dollars. At the state level, there may not be financial matching, but there could be resource matching.

#### Proposed criteria check list:

- Is there a statutory requirement – also need to determine whether it is new or an enhancement to an existing statutory requirement.
- Does it improve customer service – maybe the wording for this criterion needs to be more aligned with improving citizen access to government information.
- Impact to citizens/business
- Is it a gateway for one stop electronic access to government information and transactions?
- Project participants – is there collaboration involving more than one entity, state/local government?
- Risk – there are all kinds of risks: technical, political, business. Should risk be a factor?
- Experience and past performance – what is the agency's maturity level? Was previous money awarded to the agency well spent or not well spent? At the concept phase, this consideration may be inappropriate; the initial phase should be selling you on the idea.  
NOTE: Decided to drop this criterion.
- Funding requirements – NOTE: Decided to drop.
- Additional funding source – requestor must have some form of match. This should not be limited to a monetary match, but could be a commitment of resources. Agencies that commit money/resources to a project are more likely to complete it. Did the requestor try to get additional funding? Are transaction-based fees possible?
- Should the concept paper only look at benefits and not cost? Should the requestor be able to substantiate cost savings upfront? There may be a huge benefit to the citizens, but little to no cost savings. Maybe there should be two sets of scores, one on a benefit basis, the other on a cost basis. Both facets are important.
- Capability Maturity – NOTE: Do not include in criteria for first phase.
- IOWAccess Share Criteria – ratio of agency project to all projects. This would rank the proposed project relative to other proposals on several dimensions.

Is it feasible to create a pool of projects that are reviewed periodically? When the Council reviews and approves one project, it has no notion of others that are forthcoming. Having a periodic approval process would level the playing field a bit more.

Mark Uhrin and Malcolm Huston explained the difference between cash projections and project obligations. It may be practical to let the Council know how much cash it has to spend and to make decisions based on that and let ITE/DAS worry about cash flow issues. Once the first phase of a project has been approved, it becomes difficult not to fund continuing phases, however each phase of a project is supposed to stand on its own merit. What do you do about agencies that come back for more funding because the estimate was insufficient or the circumstances change? That is a dilemma. How do you hold agencies accountable for the use of the money? Barb Corson proposed that Malcolm address that issue in the proposed criteria check list for the Council's overall consideration. After further discussion, Council members reached a decision not to rank this item, but to include it in an area of "council recommendations."

Absent resolution of the funding criteria, what approach should the Council take at this afternoon's meeting? It may be best to informally incorporate the criteria into decision-making, with the intent to move forward on formal criteria.

3. Wrap Up and Adjourn – Dick Neri, Chair.

The meeting drew to a close at 12:55 p.m. in order to facilitate movement to the afternoon agenda, scheduled to begin at 1:00 p.m.

**IOWAccess Advisory Council  
Meeting Minutes of July 9, 2008, 1:00 PM  
Grimes Building, 2<sup>nd</sup> Floor, State Board Room**

**D r a f t**

- Present: Richard Neri, Barbara Corson, Kathleen Richardson, Beth Baldwin, Terrence Neuzil, Terri Selberg, Dawn Ainger, Dan McGinn, Glen Dickinson
- Absent: Tom Gronstal, Sheila Castaneda, Lawrence Lentz, Ron Wieck, Jeff Danielson, Vicki Lensing, Carmine Boal
- Guests: Malcolm Huston, Mark Uhrin, Tracy Smith, Angela Dalton, JoAnn Naples, Sherry Timmins, Kristine Spackman, Deb McDaniel, Jim Nervig, Mary Maloney, Ken Kline, Charlie Smithson, Darrell Fremont, Vern Logan, Drew Dinsmore, Wayne Middleton, John Gillispie (partial), Diane Van Zante

Council Chair, Dick Neri, opened the meeting at 1:04 p.m. and noted that a quorum of members was present.

1. Introductions, Approve Minutes – Dick Neri, Chair.  
All council members and guests introduced themselves. The Council received correspondence from Andrew Smith, tendering his resignation due to a move to Washington, D.C. The Council also received a letter from Mollie Anderson, Director of the Department of Administrative Services, with regard to the May IOWAccess Advisory Council meeting. Mollie did not approve the funding recommendations made at the May meeting and has requested that the Council revisit actions taken at the meeting. All items from the May meeting will be reconsidered today.  
  
Terrence Neuzil moved approval of the May 7, 2008 meeting minutes; Terri Selberg seconded the motion. An oral vote was taken, unanimously approving the minutes as written.
2. Council Ethics Refresher – Charlie Smithson., Ethics and Campaign Disclosure Board.  
Mr. Smithson spoke to the Council about the ethical considerations of serving on a board of an executive branch agency. Conflict of interest is one consideration; members should be cognizant of what they vote on and how it could impact any outside employment or activity. Barb Corson is the only executive branch employee who sits on the Council; she is in paid status when attending meetings. Because of that, it is not necessary that Barb abstain from any vote which impacts her agency. Council members should also abide by the State employee gift law. Lastly, if you have a conflict with a project, don't even engage in the discussion; leave the room and have that information put in the minutes, detailing both when the person left and when they returned.
3. Iowa Interactive Update – Tracy Smith, Iowa Interactive (handout).

The transaction volume for the Department of Natural Resources online campground reservations program increased 12% from the prior year. The Department of Transportation driver's record program has seen a decrease in volume. We do not know why that is so. In Iowa, it is not a statutory requirement for insurance companies to review a driver's record before quoting insurance rates. The professional licensing adoption rate has increased ten fold since this time last year. Four websites have gone live over the past few months. Iowa Interactive helped build the Flood 2008 website and is going to create the Rebuild Iowa Office website.

4. IOWAccess Projects and Projections Spreadsheet/Monthly Report – Malcolm Huston, IOWAccess Manager.

The IOWAccess fund balance sheet shows operating expenses of \$106,000 and unobligated cash of \$410,000. Malcolm has developed a three-part "what if" projection for unobligated funds which shows: 1) current projects, 2) current projects plus projected amounts for next phases, and 3) current projects plus projected amounts for next phases, plus a projection of potential projects. This data is also shown graphically. It presumes an 18 month timetable for completion on all projects. Currently, there are 42 projects in some stage of funding. This information is always available on the IOWAccess website.

5. OpenUpIowa.gov – Request for Design Funding Increase (\$42,000) – Mark Uhrin.  
ITE's new pricing has become official and has been conveyed to customers. Earlier, there was a concern that ITE's rates were substantially out of market, so Mark pulled together some information and an explanation on percentage of productivity. Mark also reviewed contract rates for Iowa-based companies recently awarded IOWAccess-funded contracts. Based on that information, the ITE rate is not out of market. Dawn Ainger mentioned that when she hires a contractor, she can only bill the customer for productive time. In her view, ITE's prices are considerably above market. She has requested a meeting with Mollie Anderson and John Gillispie to discuss the matter.

OpenUpIowa.gov originally requested \$20,000 for the design phase of the project. They are requesting an additional \$42,000. Barb Corson moved approval of the additional funding; Kathleen Richardson seconded the motion. An oral vote was taken, as follows:

Ayes – Dan McGinn, Dick Neri, Barb Corson, Kathleen Richardson, Terri Selberg

Nays – Dawn Ainger, Terrence Neuzil, Beth Baldwin, Glen Dickinson

Abstentions – None

The motion carried.

6. State of Iowa Online Stores – Request for Hosting Fees (\$2000) – Mark Uhrin.  
This is a request for first year hosting fees for an enterprise wide State store for people looking for Iowa branded or agency branded products. The following year, the cost would be part of a user fee. Dawn Ainger moved approval; Terri Selberg seconded the motion. An oral vote was taken; with the exception of an abstention by Glen Dickinson, all members voted to approve.
7. Interactive Forms – Request for Scope Analysis Funding (\$20,000) – Drew Dinsmore.

Iowa Interactive has completely renovated the Department of Veterans Affairs static website. This project is for ITE to make forms interactive so that veterans can fill forms out online. Dan McGinn moved approval; Dawn Ainger seconded the motion. An oral vote was taken; the motion passed unanimously.

8. Business License Information Center (BLIC) project – Request for Execution Funding (\$292,040) - Sherry Timmins, Department of Economic Development (IDED). This is a smaller amount than was requested at the May meeting. Upon taking a closer look at the detail of the planning effort, there was an overstatement of hours in one portion. The project will not be put out to bid as IDEED has received robust service from ITE thus far. There are no options for matching funds and at this point, federal funds are not available. Were transaction fees explored? The BLIC website will only supply information; there are no online applications, thus no possibility of transaction fees. Labor to complete the project is estimated at about 500 hours. Dan McGinn moved approval; Barb Corson seconded the motion. Dawn Ainger asked to go on record as saying the project is deserving, however she still has concerns about the cost. An oral vote was taken, as follows:

Ayes – Dan McGinn, Dick Neri, Barb Corson, Kathleen Richardson, Terri Selberg, Glen Dickinson

Nays – Terrence Neuzil, Beth Baldwin, Dawn Ainger

Abstentions – None

The motion carried.

9. Hazardous Substance Incident Database – Request for Execution Funding (\$280,000) – Adam Broughton, Department of Natural Resources (DNR). DNR is developing a new web-based database. They plan to issue an RFP for the work. Dick Neri cautioned the Council to show due diligence on this funding request as it may be necessary to give justification for the Council's decision. DNR has determined that there is no federal funding available for this project. Right now, there is no good way to get to the information that this database will house and it is not searchable by address. Adam mentioned that any funds awarded would be utilized more toward the end of the project than at the beginning. The project has already been before the Technology Governance Board. Are Council members concerned about the amount of overall money that DNR has received? Some members were concerned, some were not. JoAnn Naples (DNR) commented that several of the projects that ITE had helped with had gone over budget and experienced delays; that resulted in DNR having to come back to ask for additional funds. DNR projects that have gone out for RFP have been completed on time and on budget. Adam remarked that it is also unfortunate that other agencies have not looked to IOWAccess as a source of funding. DNR has pursued IOWAccess funding and other agencies haven't; at the same time, the IOWAccess Advisory Council has had the money to fund the requests that DNR submitted. Beth Baldwin moved approval of the funding; Barb Corson seconded the motion. An oral vote was taken as follows:

Ayes – Dan McGinn, Barb Corson, Kathleen Richardson, Terri Selberg, Glen Dickinson, Beth Baldwin

Nays – Terrence Neuzil, Dick Neri

Abstentions – Dawn Ainger  
The motion carried.

NOTE: From this point on, the Council will be discussing new business (as opposed to reconsidering items from the May meeting). The remaining agenda was taken out of order to accommodate Council members who needed to leave early.

10. DOM Local Government Budgets and Reports – Request for Execution Funding (\$216,000) – Jim Nervig, Department of Management.

This project will impact citizens as it will enable them to access local government budgets online. The current spreadsheet process will be replaced by a web-based process. County annual reports are due right now. These county reports will serve as the pilot project for this effort, to determine how well the new process works. To date, IOWAccess has awarded \$19,000 and \$64,000 on this project. An additional \$216,000 for implementation would bring the total award to \$339,900. Dawn Ainger asked to go on record as saying the project is valid, however she is concerned about the pricing of ITE's rates; ITE's competitors in the Des Moines area will go to their legislators about this rate. Glen Dickinson moved approval; Barb Corson seconded the motion. An oral vote was taken; with the exception of one nay vote cast by Terrence Neuzil, all members voted to approve.

11. State Library Live Helper Pro Plus Package – Request for Execution Funding (\$408) – Malcolm Huston.

The Iowa.gov website is being redesigned. Part of that redesign involves giving people the capability to talk to someone in a chat format. Live Helper software is the product that the State Library has chosen. Terrence Neuzil moved approval; Dan McGinn seconded the motion. An oral vote was taken; with the exception of an abstention by Barb Corson, all members voted to approve.

12. Iowa Child Advocacy Board – ICAB Online – Request for Execution Funds and First Year Hosting (\$245,000 plus \$3,500) – Dick Moore.

Having completed the scope and design phases, this request is for implementation funding. The Child Advocacy Board (CAB) has two volunteer programs with over 1000 volunteers. Volunteers are needed to keep track of children that have been removed from their home due to abuse or neglect (CASA program) and to assist the local Foster Care Review Board. CAB's information systems have never been centralized. A public facing website has already been created which is in the customer acceptance phase. CAB is working with ITE to create a central database that would provide information to the public as well as to courts, staff and volunteers. The CASA program serves about 1400 kids. The Foster Care Review Board holds about 4000 reviews. This is definitely a project that protects Iowa citizens and Iowa kids. Dan McGinn moved to approve funding; Terrence Neuzil seconded the motion. An oral vote was taken; the motion passed unanimously.

13. DNR Special Events Coordination – Request for Scope Analysis Funding (\$20,000) – Megan Wisecup, Department of Natural Resources.

DNR offers state properties and other state managed areas for use in special events. The current process is labor intensive. DNR wants to streamline the process, have one portal, and

utilize an online events calendar. DNR intends to have a business analyst come in and review the boat docks application with the idea of re-using as much code from that application as possible. There are no fees for most special events. What is DNR's estimate of the overall cost? That cannot be determined without the analysis work.

Council members noted that this was the sole new request on the meeting agenda and discussed tabling the request for six months to allow time to develop a better set of criteria and to see what other requests were received in the meantime. Terrence Neuzil moved to table the request until at least the next meeting; Dan McGinn seconded the motion. An oral vote was taken; with the exception of one nay vote cast by Beth Baldwin, all members voted to table the request.

14. Counties Real Estate Web Portal – Request for Increase in Execution Funding (\$69,120) – Ken Kline, County Real Estate Electronic Government Advisory Committee. During the course of this project, the Advisory Committee has encountered numerous data and policy issues. Currently all 99 county recorders are participating, but the data is not yet integrated.

NOTE: Dawn Ainger left the meeting (the time was noted as 3:09 p.m.).

Council members viewed some of the features of the county real estate web portal ([www.crew.iowa.gov](http://www.crew.iowa.gov)). The request for increased funding is due to unanticipated changes. This funding will complete the final phase of the project. Dan McGinn moved approval; Barb Corson seconded the motion. An oral vote was taken; all remaining members voted to approve.

NOTE: Glen Dickinson left the meeting (the time was noted as 3:40 p.m.). With Glen's departure, there was no longer a quorum of members.

15. Discussion: Dormancy Policy and Letting State Government Know That There is a Shortage of Funds – Malcolm Huston. Should we be alerting people that funding is low? That question may now be mute. When Malcolm submits the list of approved projects to Mollie, he will also include a cover letter relaying what occurred at the morning meeting. When projects are approved, no money is encumbered, rather it is unofficially spoken for. Agencies do not receive money at the outset; agencies pay the bills themselves and are reimbursed afterward.

Today's exercise was valuable as it laid a much needed foundation for justification.

Barb Corson asked for an update on old/dormant projects. The status of old projects is now part of the spreadsheet that is available online.

Discussion of a dormancy policy was tabled until the next meeting.

16. ITE Project Updates – Mark Uhrin. Mark provided an update on projects being developed by ITE with IOWAccess funds.

Mark's updates are also now part of the spreadsheet that is available online.

The Iowa School Alerts program won a national award. There are currently about 197 school districts participating. Version 2 of the application will be launched on July 15.

17. Wrap Up and Adjourn

The next meeting is scheduled for September 10.

There being no further business, the meeting adjourned at 4:00 p.m.



# 13<sup>TH</sup> ANNUAL

Digital Government and Education  
Achievement Awards

Presented by  
CENTER FOR DIGITAL GOVERNMENT  
CENTER FOR DIGITAL EDUCATION

September 12, 2008 | Hollywood, CA | Featuring **BEST OF THE WEB**

## September 12, 2008

Mark your calendars for the 13th annual celebration of the Center for Digital Government and Education’s Digital Government and Education Achievement Awards, featuring the Best of the Web! The Best of the Web was the original - and most popular - Web site competition in state government, local government and education. Over the years, the competition has grown and expanded to recognize the broad range of digital accomplishments in government and education. Hundreds compete, but only a handful take home the prize.

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### :: Workshop ::

- 1 p.m. - Registration / Check-in
- 1:30 p.m. - Welcome / DGEAA and BOW Overview
- 2:00 p.m. - Working Groups
- 3:00 p.m. - Break
- 3:15 p.m. - Discussion Breakout Groups
- 4:45 p.m. - Adjourn

### :: Dinner ::

- 6:30 p.m. - Dinner
- 7:45 p.m. - Awards Presentation

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## 2008 Digital Education Achievement Awards

**Learning and Engagement Category Winners:**  
A Journey into Time Memorial - Simon Fraser University,  
Xa:ytem Longhouse Interpretive  
Centre and the Virtual Museum of Canada/Canadian  
Heritage Information Network  
[www.lazertron.net](http://www.lazertron.net) - Sunset Ridge School, Northfield, Illinois  
Delta College Web site

### :: Location ::

**Renaissance Hollywood  
Hotel & Spa**  
1755 North Highland Ave  
Hollywood, CA, 90028  
323.856.1200

**Hotels within a mile of the  
Renaissance for room  
reservations:**

**Holiday Inn Express  
Hotel & Suites**  
1921 North Highland Ave  
Los Angeles, CA 90068  
323.850.8151

**Magic Castle Hotel**  
7025 Franklin Ave  
Hollywood, CA 90028  
800.741.4915

**Hollywood Celebrity Hotel**  
1775 Orchid Ave  
Hollywood, CA 90028  
800.222.7017

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### :: Contact ::

For questions or to RSVP,  
contact  
Lee Vang  
Registration Coordinator  
800.940.6039 ext 1407  
[lvang@centerdigitalgov.com](mailto:lvang@centerdigitalgov.com)

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**Presented by:**

**Honorable Mentions:**

Blue Ridge Community College Web site  
Drexel University Online Web site  
LACOE.edu Web Publishing System - Los Angeles County  
Office of Education  
Northern Virginia Community College Web site  
TeAch 21 - Cherokee County Board of Education, Georgia

**Community (Tighter Bonds) Category Winners:**

Alabama Learning Exchange - Alabama Department of  
Education, Technology Initiatives  
Collaborative Community - Bulloch County School System,  
Georgia  
Howell Township Public Schools, New Jersey, Web site

**Iowa School Alerts**

McAllen Independent School District, Texas, Web site  
West Virginia Education Portal

**Honorable Mention:**

Spackenkill School District, New York, Web site

**Accountability (School Performance) Category Winners:**

Clayton County Public Schools, Georgia, Internet and  
Intranet/Portal  
Truckee Meadows Community College Online Student  
Progress Reports  
Utah Educator Services Suite

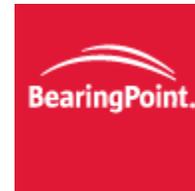


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**Justification**

**Project Name:** ICRC – Civil Rights Public Interface – 2 – Execution, approved by the Council 1/10/2007 for \$90,000. Additional funds of \$31,723 approved March, 2008 **CR #:** 10171

**Project Sponsor:** Ralph Rosenberg

**Change requested by:** Mary Hadd

**Originator:** Mary Hadd

**Urgency:** Immediate **Date requested:** August 18, 2008

Additional funds are needed due to the following:

- Description of Change Requested:**
1. Additional items requested due to Legislative mandated changes
  2. Increased rights to Local Agencies to enter and edit data
  3. Additional logic to determine what questions to include in the questionnaires for the complainant and respondent

The time of electronic submission is captured but is not displayed. The time of submission is important in determining the timeliness of the submission. The time will be displayed for ICRC personnel.

Additional logic must be incorporated into the electronic application. Items that were previously taken care of by ICRC staff must now be included in the logic to determine which questions will be asked of the complainant and respondent.

**Reason for Change:**

Local agencies have been given access to the case information. However, it has been discovered they need to be given access to all the information which is viewable by both the complainant the respondent. They must also be allowed to edit, add and delete all information included on the screens viewable by the complainant and respondent. These rights were previously restricted to only those rights allowed the complainant and respondent.

**Proposed Approach to Resolve:** Amend code to allow for additional items.

**Impact**

**Impact on Scope:** Additional items will be added increasing the project scope as well as time and cost.

**Impact on Scope Risk:** Rigorous testing will be required of ICRC staff.

**Impact on Schedule:** Schedule is increased.

**Impact on Staffing Effort:** Additional time will be needed for staff to implement changes

**Impact on Spending:** Additional funds of \$22,000.00 are required

**Other:**

**Billed to: (Accounting Code)**

**Approval**

<b>Project Leader/Date</b>	<b>Customer/Date</b>	<b>Sponsor/Date</b>



August 26, 2008

Malcolm Huston  
IOWAccess Manager  
Iowa Department of Administrative Services  
Hoover Building  
1305 E Walnut  
Des Moines IA 50319-0106

Malcolm:

I am writing as a follow-up to our phone conversation last week regarding the County Real Estate Web (CREW) portal application for additional funds that was approved by the IOWAccess Advisory Council at their meeting on July 9, 2008.

As I told you there are three areas in the written application that have created concern among members of the CREW board.

First, the application contains multiple references to a "fifth affiliate" being added to the CREW project, and in each case the reference should have been "fifth affiliate web service". There has been and still are four statewide affiliate organizations representing the four county offices with real estate data; auditors, treasurers, recorders, and assessors. At the time the IOWAccess Advisory Council approved the grant in March 2007 to build the CREW portal, there was one affiliate web service for each of the four affiliates; however, the 99 county treasurers are now represented by two separate web services. Simply put, there are four affiliates with five affiliate web services, and references in the application should have been made to the latter.

Second, in reading the application with the benefit of hindsight, there is a disproportionate emphasis placed on the above addition of a fifth affiliate web service as a main reason for the need for additional funds. As I told the Council at their meeting on July 9th, the need for additional funds is mainly based on the challenges

of developing consensus among the independent authorities that comprise the CREW project and a common approach among their respective IT representatives. Although the addition of the fifth affiliate web service was a part of the need for additional funds, its portrayal in the application was overstated in the application.

Finally, there is an accounting of hours and related costs in the application that incorrectly assigns 185 hours to the additional coding required to add the fifth affiliate web service. It is my understanding from Project Manager Deb McDaniel that the correct number of hours for this part of the project should have been shown as 40 hours, 20 hours for programming and testing and 20 hours for meetings, phone calls, emails, etc. Deb further stated that the total number of hours was accurate; however, some of the hours were incorrectly assigned to the wrong area in the application.

The combined effect of the above misstatements was to portray some members of the CREW project in an unfortunate light, and in each case I regret and take personal responsibility for them. That said, however, the entire CREW board nonetheless supports the CREW project and greatly appreciates the continued support from the IOWAccess Advisory Council.

If the members of the Council believe the information in this letter would have affected their joint decision to approve the additional funds, we would be glad to reappear before the Council and or resubmit our application.

At your suggestion, this letter was presented to, reviewed, and approved by all members of the CREW board. Finally, you had offered to meet with some or all members, and although we may have future issues on which we would need to meet, we do not have such a need on this issue.

Thank you for your advice and assistance. Please contact me if you have any questions or concerns.

Sincerely,

Kenneth W. Kline  
CREW Board Chair

CREW Board Members  
LaRayne Riccadonna  
Kathy Croker  
Holly Fokkena  
Ken Kline  
Deb Roberts  
Diane Swoboda Peterson  
Peg Weitzl  
Mike Grandon

Iowa State Association of Assessors  
Iowa State Association of Assessors  
Iowa State Association of County Auditors  
Iowa State Association of County Auditors  
Iowa County Recorders Association  
Iowa County Recorders Association  
Iowa State County Treasurers Association  
Iowa State County Treasurers Association

**IOWAccess Council**  
**Execution Phase Funding Request**  
 September 10, 2008

**Amount Requested:** \$117,000.00

**Project Name:** DNR TIP Reporting System – 10249  
**Project Sponsor:** Steve Dermand - IDNR  
**Project Manager:** Darrell Fremont – DAS-ITE

**Project Summary:**

The purpose of this project is to develop an automated web-enabled system providing a confidential, online written format for citizens to report poaching incidents and other fish or wildlife crimes to the DNR Law Enforcement Bureau. This reporting option has been identified as a specific need, especially for those citizens who suffer from hearing loss or other impairments which make it impossible for them to report poaching incidents by telephone. The system will improve the citizen's ability to report incidents in a timelier manner, and improve response time in terms of investigations into the incident. The reported TIP will be automatically routed to DNR Law Enforcement officers to begin investigations. TIP data and investigation results will be recorded to a database to enable DNR Law Enforcement to run performance reports and research incident details assisting DNR Law Enforcement to provide statistical information to the public. Results of a successful investigation will provide for more timely and accurate information for the Iowa TIP Board to approve and distribute rewards to the reporting public.

**Execution Phase Activities and Deliverables:**

Database & Server setup	– 25 hours
PHP coding/unit testing (24 views, 26 commands)	– 500 hours
Reports coding (10 identified)	– 100 hours
Functionality testing	– 175 hours
Change Control	– 100 hours
Customer meetings/ miscellaneous	– 20 hours
Project Management	– 80 hours

**6. DNR Training – Request for Additional Execution Funding.doc**  
**Page 1**

**Project Name:** DNR Training **Change request** CR-002  
**Urgency:** HIGH  
**Project Sponsor:** Lowell Joslin/Megan Wisecup – Dept. of Natural Resources  
**Originator:** Darrell Fremont – DAS\_ITE **Requested by:** Darrell Fremont  
**Date requested:** 09/10/2008

**Justification**

**Description of Change Requested:** Additional Execution Phase funds  
**Reason for Change:** Original estimate for Execution funding request too low. All Execution Phase tasks are not completed.  
**Proposed Approach to Resolve:** Adjust Execution budget by \$170,000.00

**Impact**

**Impact on Scope:** Original Scope of project was correct during the Scope Phase. Complexity of the project including additional views and commands not included or adjusted from the original estimate to enhance usability and functionality of the application. The ELSI web service and data migration complexity were underestimated.  
**Impact on Scope Risk:** Added views and commands adjusted from original estimate to enhance usability of the application  
**Impact on Schedule:** Resources will be added to complete tasks by 04/2009  
**Impact on Staffing Effort:** Resources have been added to complete tasks  
**Impact on Spending:** Increase Execution funding from \$110,000.00 to \$280,000.00 (details for request listed on page 2)

**Approval**

<b>Originator/Date</b>	<b>Project Leader/Date</b>	<b>Sponsor/Date</b>	<b>Customer/Date</b>

**6. DNR Training – Request for Additional Execution Funding.doc**  
**Page 2**

<b>Execution Task</b>	<b>Original Estimate</b>	<b>Actual to Complete</b>	<b>Change</b>
36 views coding	185 hours	73 views - 250 hours (37 additional views)	\$29,250.00
40 commands coding	87 hours	95 commands – 200 hours (55 additional commands)	\$23,400.00
ELSI web service coding	40 hours	Not complete - 80 hours (need an additional 40 hours to complete)	\$9,360.00
Data Migration	150 hours	Not complete - 200 hours (need an additional 50 hours to complete)	\$23,400.00
ELSI/Data testing	65 hours	Not complete - 150 hours (need an additional 85 hours to complete)	\$17,550.00
Reports - 20	70 hours	Not complete - 200 hours (need an additional 130 hours to complete)	\$23,400.00
Functional testing	240 hours	Not complete - 240 hours	\$28,800.00
Change Control	0 hours	Added - 125 hours	\$14,625.00

**Reason for change:**

Original Execution request was made without the benefit of a business analyst and a web app usability resource reviewing the views, commands, detailed requirements, detailed use cases, mainframe data migration and integration with the DNR electronic licensing system. When those resources were able to review the project and gather additional information from the customer, the decision was made to add the views and commands for better user experience and application functionality.

Project Tracking No.: 10254

**IOWAccess Advisory Council****Return on Investment (ROI) Program Funding Application**

This template was built using the ITE ROI Submission Intranet application.  
**FINAL AUDIT REQUIRED:** The Enterprise Quality Assurance Office of the Information Technology Enterprise is required to perform post implementation outcome audits for all Pooled Technology funded projects and may perform audits on other projects.

**This is an IOWAccess Revolving Fund Request.**

Amount of funding requested: **Currently:\$167,000 (Execution)**  
 \$ 52,000 (Replacement)  
 \$115,000 (Enhancement)  
 Anticipated total:\$243,280  
 (Scope (\$20K)+Design(\$67K)+Exec (\$167K)

**Section I: Proposal**

<b>Date:</b>	8/28/2008
<b>Agency Name:</b>	Governors Office
<b>Project Name:</b>	OpenUpIowa
<b>Agency Manager:</b>	Bo Berntsen
<b>Agency Manager Phone Number / E-Mail:</b>	281.0215 / <a href="mailto:Bo.berntsen@iowa.gov">Bo.berntsen@iowa.gov</a>
<b>Executive Sponsor (Agency Director or Designee):</b>	Patrick Dillon
<b>IOWAccess Project Process Phase:</b>	<input type="checkbox"/> Scope Analysis <input type="checkbox"/> Design <input checked="" type="checkbox"/> Implementation

**A. Project Summary:** Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

To create website that will:

**Increase Openness in State Government**

- Make information about state boards and commissions more readily available to General Public. i.e. - membership information, annual budgets, compensation, meetings, contact information, number of meetings, appointment requirements, length of terms, commission functions, etc.

**Educate Iowans about boards and commissions**

- Make information about state boards and commissions more readily available to General Public. i.e. - membership information, annual budgets, compensation, meetings, contact information, number of meetings, appointment requirements, length of terms, commission functions, etc.

**Simplify the board and commission application process**

- Offer easy-to-use tools to determine which boards/commissions they are interested in, when openings occur, whether they would qualify for a position, and how to apply.
- Provide an electronic submission option for board/commission applications. Directly upload this information into an applicant database.

**Improve the board and commission appointment process**

- Streamline data entry processes for several agencies (Governor's office, legislature, Redbook) by sharing board member information.
- Streamline the process of responding to applicants, appointees, and inquiries.
- Convert current Access database into web-based database.
- Give Board administrators the ability to upload information to the website/database and search applicants for the board/commission they staff.

This funding request will provide the Execution funding for everything above except the compensation data from I3 and Payroll which will be added later as Part 2. The execution will be accomplished in two parts:

- Part 1a. : Replace the current site with improved public information and access capabilities
- Part 1b. : Improve the appointment process and simplify the application process

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**B. Strategic Plan:** How does the proposed project fit into the strategic plan of the requesting agency?

OpenUpIowa will enhance openness in state government in regards to board and commission activities and the appointment process by offering more information in one place. It will enhance efficiency in the appointment process both for the Governor's Office and the Legislature. A simplified application process and easy access to information will also increase and diversify the applicant pool for board and commission service.

**C. Current Technology:** Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

A "bare bones" boards and commissions website with limit information has been set-up as a bridge for this project which will create the new site. The site currently pulls limited information from an ACCESS database maintained by IGOV. The improved website will replicate this information and collect additional information from board administrators and the legislature. The site will also improve the ease of use in searching for boards, members, positions, etc. The development will be done by ITE in accordance with a SOA approach and will follow ITE standards.

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**D. Statutory or Other Requirements**

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

- YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

**Explanation:**

**NO**

Is this project or expenditure required by state law, rule or order?

- YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

**Explanation:**

This is an initiative of Governor Culver.

Does this project or expenditure meet a health, safety or security requirement?

- YES (If "YES", explain.)

**Explanation:**

**NO**

Is this project or expenditure necessary for compliance with an enterprise technology standard?

- YES (If "YES", cite the specific standard.)

**Explanation:**

**NO**

**[This section to be scored by application evaluator.]**

**Evaluation (15 Points Maximum)**

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.



## **E. Impact on Iowa's Citizens**

**1. Project Participants** - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

- All citizens of Iowa will use the website to access general, financial and application information for all the states boards and commissions.
- Applicants will have the option to submit and electronic application form.
- Over 80 board administrators will use the website to receive and distribute information about the board/commission they staff. They will update annual budgets and have the option to upload documents. They will also have the ability to search the list of individuals who have applied to serve on the board/commission they staff.

- The Governors’ office will use the website to improve the appointment process.
- The legislature will pull appointment information into their database. This will include answers to a questionnaire used by the Senate during the confirmation process.

**2. Service Improvements** - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

- Improve citizen access to financial information and activities of state boards and commissions.
- Provide lowans with one simple tool to identify, understand, and apply for current and future board openings.
- Increase efficiency in data collection and communication with applicants and appointees.
- Streamline information sharing between the Governor’s office, the Legislature, and agencies.

**3. Citizen Impact** – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa’s citizens or government employees with the preceding project?

- Easily accessible information will educate lowans and increase civic participation.
- A simplified application process will increase citizen participation.
- Shining light on financial activities will facilitate accountability.
- Elimination of duplicate processes will improve the gubernatorial appointment and senate confirmation process.
- Web-based database will simplify sharing opportunities between agencies.

**4. Public Health and/or Safety** – Explain requirements or impact on the health and safety of the public.

None

<p><b>[This section to be scored by application evaluator.]</b>  <b><u>Evaluation (15 Points Maximum)</u></b></p> <ul style="list-style-type: none"> <li>• Minimally directly impacts Iowa citizens (0-5 points).</li> <li>• Moderately directly impacts Iowa citizens (6-10 points).</li> <li>• Significantly directly impacts Iowa citizens (11-15 points).</li> </ul>	
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<p><b>[This section to be scored by application evaluator.]</b>  <b><u>Evaluation (10 Points Maximum)</u></b></p> <ul style="list-style-type: none"> <li>• Minimally improves customer service (0-3 points).</li> <li>• Moderately improves customer service (4-6 points).</li> </ul>	
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- Significantly improves customer service (7-10 points).

## F. Process Reengineering

Provide a pre-project or pre-expenditure (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

### Response:

Current website offers a drop down list of boards and commissions. Using the drop down list, citizens can search individual boards one at a time for information about members – their position, term, and county of residence – and a word document with information about the board including it's function, how often it meets, location, contact information, etc. Citizens can download and print a PDF of the application form.

Provide a post-project or post-expenditure (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

### Response:

The new website will provide a simpler, more effective search system. Citizens will have the ability to search and view board profiles, member profiles, view vacancies, learn if they are eligible for a position, apply online, and update their own profile. The Governor's office and the legislature will eliminate duplication in data entry, and streamline data maintenance and constituent response. The Governor's office will increase efficiency in data collection from board administrators and the legislature.

### [This section to be scored by application evaluator.]

#### **Evaluation (10 Points Maximum)**

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



## G. Timeline

Provide a projected timeline for this project. Include such items as **start date**, planning, database design, coding, implementation, testing, conversion, parallel installation, and date of final release. Also include the parties responsible for each item.

Phase	Start	Finish	Resp.
Initiation	Sept 07	Jan 08	ITE, Gov Office, Project Team
Design	Jan 08	Sept 08	ITE, Gov Office, Project Team
Implementation	Sept 08	Mar 09	ITE, Gov Office, Project Team
Part 1a. Replace	Sept 08	Dec 08	ITE, Gov Office, Project Team
Part 1b. Enhance	Nov 08	Mar 09	ITE, Gov Office, Project Team

### [This section to be scored by application evaluator.]

**Evaluation (10 Points Maximum)**

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



**H. Funding Requirements**

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	FY08		FY09		FY10	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$167,000	100%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
<b>Total Project Cost</b>	<b>\$167,000</b>	<b>100%</b>	<b>\$0</b>	<b>0%</b>	<b>\$0</b>	<b>0%</b>
Non-Pooled Tech. Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]

**Evaluation (10 Points Maximum)**

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



**I. Scope**

Is this project the first part of a future, larger project?

YES (If "YES", explain.)     NO see below.

**Explanation:**

Is this project a continuation of a previously begun project?

YES (If "YES", explain.)

**Explanation:**

This is the OpenUplowa project execution phase which is continuing from the previously funded initiation and planning phases.

Project execution is being done in three parts as follows:

- 1a. Replace current site
- 1b. Enhance the current site

2. Add the financial interface to I3 and Payroll  
This funding request is for execution of Parts 1a. and 1b.

**[This section to be scored by application evaluator.]**

**Evaluation (10 Points Maximum)**

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)



The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

## **J. Source of Funds**

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology and/or IOWAccess funds? If desired, provide additional comment / response below.

**Response:**

Although 100% of the funds will come from IOWAccess, the Governors Office, Commission Members, the Legislative and Board Accounting will contribute many hours to the project.

**[This section to be scored by application evaluator.]**

**Evaluation (5 Points Maximum)**

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



## **Section II: Financial Analysis**

### **A. Project Budget Table**

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of

hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[ \left( \frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff						
Software						
Hardware						
Training						
Facilities						
Professional Services						
ITE Services	\$167,000	5	100	TBD		\$167,000
Supplies, Maint, etc.						
Other						
<b>Totals</b>	\$167,000	5	100	TBD		\$167,000

**B. Spending plan**

**Explain how the funds will be allocated.**

The funds will be allocated to ITE project management, architect and developer resources needed to complete the design.

**C. Tangible and/or Intangible Benefits**

**Respond to the following and transfer data to the ROI Financial Worksheet as necessary:**

**1. Annual Pre-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

**Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

**Describe Annual Pre-Project Cost:**

Currently the over 150 Iowa Boards and Commissions have no easy way to keep people informed about their activities and finances. The Governors office process for soliciting, processing and appointing board and commission members is largely manual. The annual pre-project cost is ***probably not knowable or quantifiable***.

**Quantify Annual Pre-Project Cost:**

Providing more information to our citizens about the State board and commissions and improving the applications process for citizens and the Governors office is priceless but ***probably not quantifiable***.

	<b>State Total</b>
<b>FTE Cost(salary plus benefits):</b>	\$0.00
<b>Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):</b>	\$0.00
<b>Other Cost (expense items other than FTEs &amp; support costs, i.e. indirect costs if applicable, etc.):</b>	\$0.00
<b>Total Annual Pre-Project Cost:</b>	\$0.00

**2. Annual Post-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

**Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Unquantifiable savings are expected for the governors' office when the largely manual process of board and commission applications is replaced by a automated web based system.

**Describe Annual Post-Project Cost:**

Not applicable.

**Quantify Annual Post-Project Cost:**

Not applicable.

	<b>State Total</b>
<b>FTE Cost(salary plus benefits):</b>	\$0.00
<b>Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):</b>	\$0.00
<b>Other Cost (expense items other than FTEs &amp; support costs, i.e. indirect costs if applicable, etc.):</b>	\$0.00
<b>Total Annual Post-Project Cost:</b>	\$0.00

**3. Citizen Benefit** - Quantify the estimated annual value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

This is not quantifiable.

<b>Transaction Savings</b>	
Number of annual online transactions:	
Hours saved/transaction:	
Number of Citizens affected:	
Value of Citizen Hour	
Total Transaction Savings:	
Other Savings (Describe)	
<b>Total Savings:</b>	

**4. Opportunity Value/Risk or Loss Avoidance** - Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding

<b>ROI Financial Worksheet</b>	
A. Total Annual Pre-Project cost (State Share from Section II C1):	0
B. Total Annual Post-Project cost (State Share from Section II C2):	0
State Government Benefit (= A-B):	0
Annual Benefit Summary:	0
State Government Benefit:	
Citizen Benefit:	
Opportunity Value or Risk/Loss Avoidance Benefit:	
C. Total Annual Project Benefit:	
D. Annual Prorated Cost (From Budget Table):	156,280
<b>Benefit / Cost Ratio: (C/D) =</b>	
<b>Return On Investment (ROI): ((C-D) / Requested Project Funds) * 100 =</b>	

the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

**Response:**

These benefits are listed in Sections A, B, C and in the Concept Paper but are not quantifiable.

**5. Benefits Not Readily Quantifiable** - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

**Response:**

These benefits are listed in Sections A, B, C and in the Concept Paper.

**[This section to be scored by application evaluator.]  
Evaluation (15 Points Maximum)**

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



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**Appendix A. Auditable Outcome Measures --** Not Applicable because the benefits are not readily quantifiable or measurable.

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

- 1. Improved customer service**
- 2. Citizen impact**
- 3. Cost Savings**
- 4. Project reengineering**
- 5. Source of funds (Budget %)**
- 6. Tangible/Intangible benefits**



# IOWAccess Advisory Council

## IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Planning Phase approval, then complete and submit Parts IV and V to request Execution Phase approval.

### Part I - Project Information

<b>Date:</b>	9/3/08
<b>Agency Name:</b>	College Student Aid Commission (CSAC)
<b>Project Name:</b>	CSAC Web Portal
<b>Agency Manager:</b>	Julie Leeper
<b>Agency Manager Phone Number / E-Mail:</b>	515.725.3420
<b>Executive Sponsor (Agency Director or Designee):</b>	Karen Misjak
<b>Initial Total for Planning:</b>	\$148,000 (This request)
<b>Initial Total for Execution:</b>	\$350,000 (current IOWAccess estimate)
<b>Initial Total for all Phases of Project, if Multi-Phased:</b>	\$536,000 (\$38K scope, \$148K Plan, \$350 Exec)
<b>Project Timeline: (estimate start and end dates for project spending)</b>	Planning Start Date: September 08 Planning End Date: December 08 Execution Start Date: January 09 Execution End Date: TBD
<b>Revised Total for Planning and Execution:</b>	\$
<b>Revised Total for all Phases of Project, if Multi-Phased:</b>	\$

## Part II - Project Overview

**A. Project Summary:** Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

**Response:**

As the scope was developed, it became clear this project could be best designed and implemented in phases. The scope phase developed high level use cases for the whole project and was used to determine that the most immediate, critical work was to develop the state-funded scholarships, grants and loans as: CSAC Portal Planning.

### State-Funded Financial Aid Project Summary

- **Increase Student and Family Access to State-Funded Financing Options for Postsecondary Education:** Allow students to apply for state-funded student financial aid programs, save applications, view and archive awards made by the state, compare student financial aid available from all sources, and make wise postsecondary education decisions using this phase's web-based student portal that will integrate all aspects of State student financial aid.

### State Funded Financial Aid Project Summary

- **Improve College and University Reporting of State-Funded Financial Aid on a Student-by-Student basis:** Improve the ability of college and university staff to report information about individual student awards to the Commission and to a web-based site that would provide this information directly to the students.
- **Improve the College Student Aid Commission's (CSAC) Reporting Capabilities to Students, College and University Officials and Elected Officials:** Provide more information to students, college and university officials, and elected officials so they can make better decisions about the state student financial aid programs. This will be accomplished by improving Commission reporting, viewing and management through a web based application interface.

**This funding request is for the Planning Phase for CSAC Portal**

### Additional Benefits

Additional benefits following the implementation of this application include:

- Reduce the amount of paperwork passing between the applicants for funding and the commission and between colleges and university and the commission. There are nearly 140,000 applications processed each year. Over a 5 year time period, 50% are expected to be processed through the new online web portal.
- Increase accuracy of the initial application to reduce manual processing and rework.
- An enhanced system for online applications will reduce staff hours required to process applications; reduce printing, mailing and postage expense; decrease paperwork; improve processes for managing funds received by colleges and universities; improve customer service by the commission for student applicants and colleges and universities, and provide quicker turnaround than the current system.

**B. Strategic Plan:** How does the proposed project fit into the strategic plan of the requesting agency?**Response:**

The Commission's strategic plan calls for the Commission to:

- Develop or enhance products and services that meet the needs of the Commission's customers
- Improve efficiency through the use of technology to better serve the Commission's customers
- Increase awareness of Commission programs, products, and services provided by the Commission.
- This project will move the Commission closer to each of these goals by providing students, families, and college and university officials with the information they need to make informed decisions about funding college educations.

**C. Current Technology:** Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?**Response:**

- **Summary**

The current application has been coded in ASP, C++, VBScript, JavaScript and html using IIS 6.0 Secured Socket Layer (SSL/HTTPS) connected to a SQL database.

- **Technological Direction Impact**

The CSAC direction is to increase CSAC application maintainability while improving citizen access. This project accomplishes both the objectives.

- **SOA Consistency**

The programming Elements are consistent with existing enterprise standards.

- **SOA Approach**

The development of the new system is planned to be consistent with and use an SOA strategy.

**D. Statutory or Other Requirements**

**Is this project or expenditure necessary for compliance with a Federal law, rule, or order?**

YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

**Response:**

No

**Is this project or expenditure required by state law, rule or order?**

YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

**Response:**

No

**Does this project or expenditure meet a health, safety or security requirement? NO**

YES (If "YES", explain.)

**Response:**

No

**Is this project or expenditure necessary for compliance with an enterprise technology standard? NO**

YES (If "YES", cite the specific standard.)

**Response:**

No

**[This section to be scored by application evaluator.]**

**Requirements/Compliance Evaluation (15 Points Maximum)**

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

**E. Impact on Iowa's Citizens**

**1. Project Participants** - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

**Response:**

- All citizens of Iowa will use the website to access general, financial and application information for all the programs administered by the Commission.
- The Commission receives nearly 140,000 applications each year from Iowa students seeking financial aid to attend college. All applicants will have the option to submit electronic application forms, view options for funding their college educations, and review aid awarded for the current and prior years.
- The Commission works with financial aid administrators at nearly 60 colleges and universities in Iowa. These administrators need up-to-date, accurate information at their fingertips to ensure that they are providing complete information to students and their families. In addition, financial aid administrators need access to an on-line system to provide individual student information to the Commission.

**2. Service Improvements** - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

**Response:**

- Students and their families are concerned about financing college educations. Technology has advanced to a point where students and families demand information that is timely and easy to access. This system will provide a unique opportunity for students to search for information, view funding options already available to them, apply for financial aid, and receive information about their eligibility.
- College and university officials also will have access to the system which will allow them to view information about student awards and report awards to the Commission. The functionality provided by this system will enhance productivity at colleges and universities, ensuring better service and information to students and families.
- The system also will allow access at any time of the day or night (24 X 7) which will eliminate problems associated with the current limited 8:00 to 5:00 weekday only access.

**3. Citizen Impact** – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

**Response:**

This project will:

- Improve student and their families' access to college financial aid information and awarding of financial aid by the Commission and Iowa colleges and universities.
- Provide Iowa students with one simple tool to identify, understand, and apply for college financial aid.
- Increase efficiency in data collection and communication and streamline information sharing among Iowa students, colleges and universities, and the Commission.

**4. Public Health and/or Safety** – Explain requirements or impact on the health and safety of the public.

**Response:**

N/A

[This section to be scored by application evaluator.]

**Impact Evaluation (15 Points Maximum)**

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).

[This section to be scored by application evaluator.]

**Customer Service Evaluation (10 Points Maximum)**

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).

## F. Scope

**Is this project the first part of a future, larger project?**

X YES (If "YES", explain.)  NO, it is a stand-alone project

**Response:**

This request is for the CASC Portal Planning phase as described in Section A. There will be a Phase 2 as a future project.

**Is this project a continuation of a previously begun project?**

X YES (If "YES", explain.)

**Response:**

Scope/Initiation funding of \$20,000 was approved at the September 07 IOWAccess meeting and added scope funding of \$18,000 was approved at the March 08 IOWAccess meeting.

[This section to be scored by application evaluator.]

**Scope Evaluation (10 Points Maximum)**

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of Execution and termination of the project / expenditure would waste previously invested resources.

## G. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

**Response:**

- Many hours of SME time have already been provided by CSAC. This will continue through planning, design, and testing.
- CSAC provided \$10,000 of agency funding last fiscal year and plans to contribute another \$10,000 this FY. Note: The IOWAccess funding request for the Planning Phase has been reduced by the Agency contribution.

**[This section to be scored by application evaluator.]**

**Funds Evaluation (5 Points Maximum)**

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



## Part III – Planning Proposal

### Amount of Planning Funding Requested: \$

#### A. Process Reengineering

Provide a *pre-project or pre-expenditure* (before Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

**Response:**

- Each of the 10-15 student aid programs are now separate computer applications and must be separately applied for by our students.
- There is only one single point (one person) for application maintenance and enhancements which introduces some risk for the long term maintainability for the software.

Provide a *post-project or post-expenditure* (after Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

**Response:**

- The separate student facing software applications will be integrated into a single web portal.
- The aid application process will be simplified for Iowa students and colleges and universities by providing a easier to use and more convenient system.
- The single point application maintenance and enhancement process will be replaced with an ITE team to reduce the risks of long term maintainability and capability to add enhancements in the future.

**[This section to be scored by application evaluator.]**

**Reengineering Evaluation (10 Points Maximum)**

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



## B. Timeline

Provide a projected timeline for the Planning phase of the project. Include such items as **start date, projected end date**, planning, and database Planning. Also include the parties responsible for each item.

**Response:**

- Begin Portal Planning: September 2008
- Complete Portal Planning and request Execution Phase funding: January 2009
- Begin Execution Phase: January 2009

**[This section to be scored by application evaluator.]**

**Planning Timeline Evaluation (10 Points Maximum)**

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



### C. Spending plan

Explain how the funds will be allocated.

Funds are expected to be allocated over the September through December time period.

### D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Planning Financial Benefit Worksheet, # 5 below and the Execution Financial Benefit Worksheet, # IV E3, as necessary:

**1. One Year Pre-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project Execution.

**Describe One Year Pre-Project Cost:**

**Quantify One Year Pre-Project Cost:**

	State Total
FTE Cost(salary plus benefits):	\$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
<b>Total One Year Pre-Project Cost:</b>	<b>\$</b>

**2. One Year Post-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project Execution.

**Describe One Year Post-Project Cost:**

**Quantify One Year Post-Project Cost:**

	State Total
FTE Cost(salary plus benefits):	\$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
<b>Total One Year Post-Project Cost:</b>	<b>\$</b>

**3. One Year Citizen Benefit** - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

**Describe savings justification:**

- The new system will provide significant benefits for students and their families applying for aid by allow applicants to apply online in an easy, more convenient and time savings system.
- The new system will also allow colleges and universities improve their processes for managing the information and funding they receive from the Commission.

<u>Transaction Savings</u>	
<b>Number of annual online transactions:</b>	<b>70,000 – 140,000</b>
<b>Hours saved/transaction:</b>	<b>1/4 hr</b>
<b>Number of Citizens affected:</b>	<b>~ 100,000</b>
<b>Value of Citizen Hour</b>	<b>\$10.0</b>
<b>Total Transaction Savings per year:</b>	<b>\$235,000</b>
<b>Other Savings (Describe) See Below</b>	<b>\$29,000</b>
<b>Total One Year Citizen Net Benefit :</b>	<b>\$264,000</b>

**Additional Savings:**

- Reduce the amount of paperwork processed by funding applicants and colleges and university.
- Increase accuracy of applications to reduce manual processing and rework.
- Reduce costs for printing and mailing costs (excluding postage).

**4. Opportunity Value/Risk or Loss Avoidance** - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

**Response:**

- The implementation of this application will allow the Commission to provide enhanced services to students and their families applying for funds plus college and universities receiving the funds.
- An enhanced system for online applications will reduce the amount of time required to process applications; reduce printing, mailing and postage expense; and decrease paperwork by the State.
- The time saving will allow the Commission to improve processes for managing funds received by colleges and universities; improve customer service for student applicants and colleges and universities, and provide quicker turnaround than the current system. This benefit provides cost avoidance to the State of approximately \$70,000 annually.

**5. Planning Financial Benefit Worksheet**

<b>A. Total One Year Pre-Project cost (Section III D1):</b>	\$	
<b>B. Total One Year Post-Project cost (Section III D2):</b>	\$	
<b>C. State Government Benefit (= A-B):</b>		\$
<b>D. One Year Citizen Benefit (Section III D3):</b>		\$264,000
<b>E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):</b>		\$ 70,000
<b>F. Total Net Benefit (C+D+E)</b>	\$334,000	
<b>G. Annual Prorated Cost (From Budget Table, Section IV C):</b>	\$ N/A	
<b>Benefit / Cost Ratio: (F/G) =</b>		
<b>Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100</b>		

**6. Benefits Not Readily Quantifiable** - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

**Response:**

- Easier and more convenient for Iowa students to apply for aid across all programs
- Improved maintainability of the software
- Strong platform and foundation for the next phases and future enhancements
- Improves and increases the State’s competency for using open source integration by building a web portal that will provide access and integrate with several other, different systems.

**[This section to be scored by application evaluator.]**

**Planning Financial Evaluation (15 Points Maximum)**

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).

